

# Difficult Conversations

Research shows that 57% of people would do almost anything to avoid a difficult conversation at work<sup>1</sup>. However, the longer you avoid them, the more challenging and emotionally charged they tend to become.

For people leaders, mastering difficult conversations is crucial for promoting a healthy and high-performing work environment. To be effective in your role, you may need to introduce unpopular changes and address performance issues, inappropriate behaviours, and other sensitive topics with skill and tact.

Learn how to prepare for and conduct difficult conversations confidently and effectively.

1. [Chartered Management Institute \(2015\)](#)

## Snapshot

Duration: 90-minute virtual workshop

Cost: \$225 per person including GST

## Learning outcomes:

- Understand different types of difficult conversations
- Overcome avoidance and personal barriers to difficult conversations.
- Use proven techniques to prepare for and conduct a difficult conversation effectively and respectfully.
- Identify ways to stay focused on the issue at hand and avoid “red herrings”
- Implement follow-up actions and monitoring

## Course Outline:

- Different types of difficult conversations
- Common barriers to conducting difficult conversations
- Preparing for difficult conversations
- Conducting effective and respectful conversations
- Follow-up steps to support accountability and action taking

